

**FRESNO, CALIFORNIA**  
**CLASS SPECIFICATION**

**NEIGHBORHOOD SERVICES SPECIALIST**

**FLSA STATUS:**

Non-Exempt

**CLASS SUMMARY:**

The Neighborhood Services Specialist is the third level in a five level Code Compliance series. Incumbents are responsible for performing enforcement of complex Building, Public Nuisance, and Zoning codes.

Distinguishing characteristics within the class, based upon assignment are, at entry, responsible for assisting with and learning how to perform the essential duties of the classification under close supervision. Upon completion of training, positions are responsible for independently performing the essential duties of the classification.

The Neighborhood Services Specialist is distinguished from the Neighborhood Standards Specialist by its responsibility for performing complex Building, Public Nuisance, and Zoning code enforcement activities. The Neighborhood Services Specialist is distinguished from the Senior Neighborhood Specialist, which as lead worker is responsible for making work assignments, overseeing the work of other code enforcement staff, training, ordering and distributing supplies, preparing reports, and performing administrative tasks in the absence of the supervisor.

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**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

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1.	Meets with residents and assists in establishing neighborhood organizations to participate in Neighborhood Revitalization Program.	Daily 10%
2.	Serves as a consultant for neighborhood organizations in developing constructive solutions to the problems within their neighborhood.	Daily 10%
3.	Serves as a facilitator/liaison between neighborhood organizations, City departments, and external agencies in the implementation of the Neighborhood Revitalization Program.	Daily 10%
4.	Inspects residential and commercial properties for compliance with applicable City building regulations and ordinances, ensuring buildings are structurally sound, have properly installed sanitary facilities, and have safe electrical and mechanical systems.	Daily 10%
5.	Consults with property owners and provides information on the application of existing codes, ordinances, and other approved standards for building construction, serving in a consulting capacity to property owners in regard to designing the rehabilitation and remodeling of residential buildings.	Daily 10%

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6.	Prepares correspondence to property owners related to the correction of various sub-standard conditions, including methods of repair.	Daily 10%
7.	Serves as an owner's agent during the construction of rehabilitation projects, ensuring work is performed on time and in an acceptable manner.	Daily 10%
8.	Coordinates activities with other divisions, departments, and external agencies.	Daily 5%
9.	Prepares rehabilitation projects and plans.	Monthly 5%
10.	Participates in legal hearings, serving as an expert witness.	Occasion- ally 5%
12.	May be assigned to administer ordinances related to the maintenance of properties.	Varies 0 – 5%
13.	May be assigned projects or assignments related to the Historic Preservation Program or State and Federal environmental review processes.	Varies 0 - 5%
14.	Performs other duties of a similar nature or level.	As Required

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0 – 5%

**Training and Experience** (positions in this class typically require):

- Associate's Degree in a related field and three years of related technical experience;
- OR
- Two years as a Neighborhood Standards Specialist and related certifications or completion of approved training program is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (positions in this class typically require):

- Basic Class C License

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**Knowledge** (position requirements at entry):

Knowledge of:

- Building and construction trades, methods, principles, practices and techniques;
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Customer service policies, principles and practices;
- Recordkeeping principles and practices;
- General writing principles and report writing techniques.

**Skills** (position requirements at entry):

Skill in:

- Providing customer services
- Organizing and maintaining accurate technical, complex, sensitive, and or confidential records and files
- Using computers and applicable software applications
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Conducting inspections and investigations
- Detecting sub-standard maintenance, structural and sanitary defects, inferior or improperly used materials, and fire and safety hazards;
- Arbitrating disputes
- Preparing work specifications and accurate cost estimates for materials and labor for potential rehabilitation work
- Administering contracts
- Reading and interpreting blueprints, schematics, and other technical drawings related to job duties
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Dealing tactfully with difficult people both telephonically and in person
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

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**Physical Requirements:**

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, balancing, climbing, crawling, crouching, pulling and pushing.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents may be subjected to moving mechanical parts, electrical hazards, vibrations, fumes, odors, dusts, poor ventilation, adverse weather conditions, environmental hazards, gasses, chemicals, oils, work space restrictions, inadequate lighting, intense noises, disruptive people and travel.

**Note:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History:**

Draft prepared by Fox Lawson & Associates (LM)  
Date: 12/2007